

CRVS Business Process Improvement

Workshop Concept Note

Background and Rationale

At a Ministerial Conference in November 2014, governments in Asia and the Pacific adopted the Ministerial Declaration to “Get Every One in the Picture”, as well as the Regional Action Framework on Civil Registration and Vital Statistics in Asia and the Pacific, and declared the Asian and Pacific Civil Registration and Vital Statistic Decade, 2015-2024 (CRVS Decade).

The Regional Action Framework provides goals and targets aimed at achieving the shared vision outlined in the Ministerial Declaration that, by 2024, all people in Asia and the Pacific will benefit from universal and responsive CRVS systems facilitating the realization of their rights and supporting good governance, health and development.

Goal 3 of the Regional Action Framework specifies that: “Accurate, complete and timely Vital Statistics (including on causes of death) are produced based on registration records and are disseminated”. According to baseline reports of the Regional Action Framework, many countries still need to invest significantly to accomplish this goal, including by improving CRVS business processes. A business process is a structured set of activities that takes an input and transforms it into a more valuable and effective service or product (serve a particular goal), as an output, for a particular customer or customers.

In most countries, CRVS systems are characterized by complex structures where individual institutions work in their respective silos. This follows from the fact that many of the CRVS processes are inefficient and obsolete. Most attempts to transforming CRVS systems has been on ICT enablement of existing processes, without much change to the underlying processes. As results, ICT enablement has failed to improve CRVS performance, because it is simply being used to automate existing, deficient processes. Business Process Improvement (BPI) is an effective approach to transforming CRVS systems. It is a management approach that help an organization analyze and redesign its underlying processes to achieve more efficient and effective results. An important goal of BPI is to generate promising results in operational efficiency and customer focus. As the recent experiences of other countries have demonstrated, BPI approach can help improve CRVS performance and customer experience.

Workshop Objectives and Structure

Vital Strategies and the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) are organizing a workshop for stakeholders responsible for the CRVS and digital ID ecosystem to:

- Present and share a business process improvement approach to CRVS systems transformation
- Share experience of applying the approach to transform CRVS systems in other countries
- Provide initial hands-on experience with the tools used for Business Process Improvement
- Provide an introduction of the Vital Strategies' developed CRVS legal review tool¹ and its relationship to the implementation of the BPI approach to CRVS system transformation

The workshop will be facilitated by a world-leading expert of BPI for CRVS systems who can share international recommendations and best practices, as well as experiences from other countries.

Workshop outputs and follow up

The workshop will provide countries stakeholders with a detailed introduction of the application of the BPI approach to CRVS and how the application of that approach (together with other tools such as the legal review tool) can strengthen CRVS systems. Stakeholders will also learn how the BPI approach may be relevant for CRVS system improvements in their country and what next steps they can take to apply the approach in their country.

¹<http://www.vitalstrategies.org/publications/crvs-legal-regulatory-review/>